

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment & Child Care Program Office

Request for Proposals

RFP No. HMS-903-07-02-O
Vocational Rehabilitation Services - Oahu
March 20, 2006

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P. O. Box 339
Honolulu, Hawaii 96809-0339
March 20, 2006

MEMORANDUM

TO: All Interested Parties

FROM:  Lillian B. Koller, Esq.
Director

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – VOCATIONAL REHABILITATION SERVICES; RFP No. HMS-903-07-02-O**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 AM - 11:00 AM on April 6, 2006 at the Department of Human Service (DHS), Benefit, Employment and Support Service Division (BESSD) Office, 820 Mililani St., Suite 606, Honolulu, Hawaii 96813. For more information, please call 586-7068.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or mailed to the above address.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 PM, Thursday, April 19, 2006 to DHS, BESSD, Employment and Child Care Program Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, Hawaii 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, APRIL 19, 2006, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED:
--

**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)
NO LATER THAN**

April 19, 2006

and received within 10 days

All Mail-ins

Department of Human Services
BESSD Administrative Office
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DOH RFP COORDINATOR

Geneva Candean
For further info. or inquiries

Phone: 586-7068

Fax: 586-5744

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL 4:30 P.M., Hawaii
Standard Time (HST) April 19, 2006.**

Drop-off Sites

Oahu:

Department of Human Services
BESSD Administrative Office
Employment and child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

BE ADVISED: All mail-ins postmarked by USPS after **April 19, 2006**, and not received within 10 days will be rejected.
Hand deliveries will **not** be accepted after **4:30 p.m., HST, April 19, 2006**.
Deliveries by private mail services such as FEDEX shall be considered hand deliveries and will not be accepted if received after **4:30 p.m., HST, April 19, 2006**.

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable	1-1
II.	Website Reference	1-2
III.	Authority	1-2
IV.	RFP Organization.....	1-2
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions	1-4
VIII.	Submission of Proposals	1-4
IX.	Discussions with Applicants	1-6
X.	Opening of Proposals.....	1-6
XI.	Additional Materials and Documentation	1-7
XII.	RFP Amendments	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals	1-7
XV.	Costs for Proposal Preparation.....	1-7
XVI.	Provider Participation in Planning.....	1-7
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award.....	1-8
XIX.	Protests.....	1-8
XX.	Availability of Funds	1-9
XXI.	Monitoring and Evaluation	1-9
XXII.	General and Special Conditions of the Contract.....	1-10
XXIII.	Cost Principles	1-10

Section 2 - Service Specifications

I.	Introduction.....	2-1
	A. Overview, Purpose or Need	2-1
	B. Description of the Goals of the Service	2-1
	C. Description of the Target Population to be Served	2-1
	D. Geographic Coverage of Service	2-1
	E. Probable Funding Amounts, Source, and Period of Availability.....	2-2
II.	General Requirements.....	2-2
	A. Specific Qualifications or Requirements	2-2
	B. Secondary Purchaser Participation	2-2
	C. Multiple or Alternate Proposals.....	2-2
	D. Single or Multiple Contracts to be Awarded	2-3
	E. Single or Multi-Term Contracts to be Awarded	2-3
	F. RFP Contact Person	2-3
III.	Scope of Work	2-3
	A. Service Activities.....	2-3
	B. Management Requirements	2-7

IV.	Facilities	2-14
-----	------------------	------

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications	3-1
I.	Program Overview	3-1
II.	Experience and Capability	3-2
	A. Necessary Skills	3-2
	B. Experience	3-2
	C. Quality Assurance and Evaluation	3-2
	D. Coordination of Services	3-2
	E. Facilities	3-2
III.	Project Organization and Staffing	3-2
	A. Staffing	3-2
	B. Project Organization	3-3
IV.	Service Delivery	3-3
V.	Financial	3-4
	A. Pricing Structure	3-4
	B. Other Financial Related Materials	3-4
VI.	Other	3-5
	A. Litigation	3-5

Section 4 – Proposal Evaluation

I.	Introduction	4-1
II.	Evaluation Process	4-1
III.	Evaluation Criteria	4-2
	A. Phase 1 – Evaluation of Proposal Requirements	4-2
	B. Phase 2 – Evaluation of Proposal Application	4-2
	C. Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A.	Competitive Proposal Application Checklist
Attachment B.	Sample Proposal Table of Contents

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	<u>3/19/2006</u>
Distribution of RFP	<u>3/20/2006</u>
RFP orientation session	<u>4/6/2006</u>
Closing date for submission of written questions for written responses	<u>4/10/2006</u>
State purchasing agency's response to applicants' written questions	<u>4/12/2006</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>4/12/2006</u>
Proposal submittal deadline	<u>4/19/2006</u>
Proposal evaluation period	<u>4/20-25/2006</u>
Provider selection	<u>4/26/2006</u>
Notice of statement of findings and decision	<u>4/26/2006</u>
Contract start date	<u>7/1/2006</u>

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

	For	Click
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “RFPs”
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4	Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5	Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6	Standard Contract -General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7	Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click “Forms”
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ click “Bill Status and Documents” and “Browse the HRS Sections.”
10	Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click “Business Registration”
11	Campaign Spending Commission	www.hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, State of Hawaii

Benefit, Employment and Child Care Program Office

Haseko Center, 820 Mililani Street, Suite 606

Honolulu, HI 96813

Phone (808) 586-7068 Fax: (808) 586-5744

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: April 6, 2006 **Time:** 9:00am – 11am

Location: DHS, Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: April 10, 2006 **Time:** 4:30pm HST

State agency responses to applicant written questions will be provided by:

Date: April 12, 2006

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required

at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)
- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential,

the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

H. Proposal Submittal - Proposals must be postmarked by USPS and received within ten days of the date designated on the Proposal mail-In and Deliver information sheet or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Proposals shall be rejected when:

- postmarked after the designated date; or
- postmarked by the designated date but not received within 10 days; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

IX. Discussions with Applicants

A. Prior to Submittal Deadline. Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

B. After Proposal Submittal Deadline - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked by the date and time specified by the state purchasing agency and received within ten days or hand delivered by the date and time specified by the state purchasing agency. Final revised proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not receive within ten days or
- If hand carried, received after the designated date and time.

If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections

3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)
- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See

paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Lillian B. Koller	Edwin Igarashi
Director	Procurement Officer
P.O. Box 339	P.O. Box 339
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The State of Hawaii, Department of Human Services, hereafter referred to as the Department, is requesting proposals from qualified applicants to provide vocational rehabilitation services for Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) program recipients on Oahu only, who are currently experiencing employment limitations due to physical and/or mental disability.

The purpose of vocational rehabilitation services is to provide vocational rehabilitation through training and employment services, including, but not limited to assessment, counseling, independent living skills training, job readiness, job coaching, job placement, job retention, on-going case management and support services delivery (e.g. child care, transportation and work-related expenses), to assist physically and mentally disabled TANF and TAONF recipients with finding and retaining employment.

B. Planning activities conducted in preparation for this RFP

An RFI ad was posted on the SPO website and published in the Honolulu Star Bulletin on 2/26/2006. The RFI was conducted on 3/13/2006 at Haseko Center, 820 Mililani Street, Honolulu, Hawaii.

C. Description of the goals of the service

The goal of this contract is to procure vocational rehabilitation services to a minimum of 350 referred TANF and TAONF recipients, who have a physical and/or mental disability which would adversely affect their ability to become self-sufficient and employable. This will be further described in section III, Scope of Work.

D. Description of the target population to be served

The population to be served is the adult TANF and TAONF recipients of the Benefit, Employment and Support Services Division (BESSD), who are currently exempt from mandatory work requirements due to physical and/or mental disability. **Please note that these adult TANF and TAONF clients are not diagnosed with “severe” or “most severe” disabilities, mental and/or physical.**

E. Geographic coverage of service

The areas to be served are the greater Honolulu area comprising census tracts 1-69.99, 102-103.99, 109-113.99 and the Leeward side of Oahu under census tracts 70-101.99, 104-108.909. The Department reserves the right to change census tracts, based on future service needs, after affording the Provider 30 days notice, for the duration of this contract and Supplemental Agreement(s).

F. Probable funding amounts, source, and period of availability

This contract is expected to be federally funded. The maximum amount of funding for this contract for FY 2006-2007 (July 1, 2006 through June 30, 2007) is \$593,750 and an additional \$593,750 for each of two (2) twelve-month extensions subject to the availability of funds and provider performance.

An additional \$50,000 per year is available for support service payments to subsidize the purchase of assistive technology for eligible clients, which is not available through community resources or medical insurance.

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1//98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

B. Secondary purchaser participation
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

C. Multiple or alternate proposals
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

☒ Single

 ☐ Multiple

 ☐ Single & Multiple
E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

☐ Single term (\leq 2 yrs)

 ☒ Multi-term ($>$ 2 yrs.)

A single term contract (twelve months), with the option of two (2) twelve month extensions subject to availability of funds and contractor performance, shall be awarded

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Geneva Candeau, (808) 586-7068 or gcandeau@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

(Minimum and/or mandatory tasks and responsibilities)

1. Provider's staff shall act as the Department designee relating to the provision of vocational rehabilitation services.
2. Provider's staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, First-to-Work, Child Care Connection, and Child Support Enforcement. Provider shall use appropriate departmental forms and other written material.
3. Provider shall use the Hawaii Automated Network Assistance (HANA) system to do case management, data entry, and issue support services payments including: child care, transportation and work-related expenses. The resources for these payments shall be retained within the departmental budget.

4. Provider shall oversee the services provided to the Department's vocational rehabilitation clients as described below. The Provider is responsible for the supervision of its staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency as part of the client's service plan.
5. Provider shall make referrals to community partners, and other providers of services as most appropriate to address client's treatment related needs.
6. Provider shall prepare monthly reports and invoices as required by the Department. Additional details are provided in section B7 and B8 below.

SCOPE OF SERVICES:

1. Intake and Assessment

Disabled clients shall be referred to the Department of the Vocational Rehabilitation Services Provider (PROVIDER) for intake and assessment services via random selection from the HANA system pool which shall be populated with clients whose medical and/or psychiatric disability has been diagnosed by a licensed physician or psychologist and confirmed by and AFDC medical board. A copy of this report will be available to the PROVIDER upon request. The disabled population is comprised of clients who need job placement and retention services.

The intake and assessment session between the client and Provider will help the Provider to identify the strengths and weaknesses of the client and to assess the client's basic skills and aptitudes. The information obtained from the intake and assessment will be used to formulate the Individualized Placement Plan, which outlines the services to be provided to the client.

2. Individualized Placement Plan Development

Discussion and planning shall take place with the client and the PROVIDER. Family members and friends may be present to support the client. The client's goals, needs, and abilities are all taken into consideration when formulating the Individualized Placement Plan.

The Individualized Placement Plan, developed by the Provider within (ten) 10 days following the completion of intake and assessment session, shall specify the precise services the client desires to access. The resulting plan shall provide the basis for the provision of services. This plan shall be reviewed and revised regularly so services are flexible and focused.

3. Employment Preparation Services

Interested bidders should carefully describe all proposed services requested below. The proposed program shall offer individualized employment preparation services for clients with different needs. Services shall be designed to enable the client to acquire the knowledge, skills, habits, and attitudes essential to getting and keeping a good job. Services shall include meetings with an assigned counselor and group sessions on a variety of topics. The employment preparation services will depend on the needs of the client.

a. Job Readiness Sessions

Job readiness sessions shall focus on various components according to the client's limitations. For example, services for some clients may focus on areas such as grooming, dressing, interpersonal skills, money management, and independent living skills, etc., whereas, job readiness sessions for the work ready employee would focus on job search skills and attitudes required for employment. The purpose of this job readiness training is not only to develop the client's knowledge, skills, habits and attitude to be job ready, but also to assist the clients in understanding work rules and the necessity to adhere to these rules in order to maintain employment. Job readiness sessions are an integral part of the successful placement of an individual in a work environment.

b. Coaching, supervision and training

Pre-employment services might include coaching the client in areas such as self-esteem, attitudes at work, communication, behavior management, etc. Supervision might be on-going for some clients as social interaction and role-playing in a work situation are explored. Training shall be provided on various independent living skills, such as money management, transportation, etc. which would support successful employment.

c. Group and Individual meetings

Group job readiness training would be designed for the work ready employee. These meetings would cover topics such as career awareness and exploration, dependability, self presentation, job search, resumes, motivation, positive attitude, work ethics and interviewing skills.

Clients would also work with the Provider individually to develop job readiness. Specific needs are identified in the Individualized Placement Plan. Examples of training areas include but are not limited to: self-esteem and self-image, interpersonal skills, conflict resolution, interviewing skills, etc. The counselor would also assist the client with preparing resumes and completing applications and by conducting mock job interviews.

4. Job Development

The Provider shall assist the client with job searching and identifying job openings that suit the client's needs, interests, and abilities. Assistance includes, but is not limited to, contacting employers by letter and/or on the telephone, canvassing and visiting employers.

The Provider provides continued assistance to the client, including guidance regarding resume preparation, job-finding strategies, involving friends and family, completing employment applications, practicing interviewing skills.

5. Job Placement and Retention

The job placement goal for the client shall be appropriate employment of thirty-two hours (32) a week. In the early stages, the client may have to engage in unpaid volunteer activity and/or paid employment to maximize participation. Clients will be eligible for release when they work an average of thirty-two hours a week for a sixty-day period. Recognizing the disabilities of the clients, a minimum 60-day job retention follow-up will begin to help participants successfully maintain and retain their job. Job analysis and job accommodation negotiations may be needed. Additional services may include helping the clients develop natural support systems that may consist of the employer, co-workers, family, or other individuals involved with the client. Job coaching is available to ensure the client learns job duties and appropriate behavior for a specific work setting. Scheduled visits to the job site to monitor work progress should be a part of the post-employment phase. When problems arise, the Provider should provide necessary interventions to resolve the problems.

After the 60-day job retention follow-up period is over and the Provider determines the client is no longer in need of further rehabilitative services, the client shall be referred back to the Department.

Cases in the job retention follow-up phase shall require less activity and monitoring on the part of the PROVIDER and shall not be considered part of the caseload requirement. A limited number of clients may require job

retention services beyond the 60-day period as determined by the PROVIDER.

6. On-going Case Management

Case management shall be on-going from assessment through post-employment progress.

7. Support Services and Participation Reimbursement

The PROVIDER shall use the HANA system to issue support services payments to eligible clients. The support services shall include, but are not limited to, child care, transportation, training and work-related expenses. The supportive services payments are not part of the appropriation for vocational rehabilitation services contract.

The Department has allocated \$50,000.00 per contract year for the purchase of assistive technology for eligible clients. Any purchase of assistive technology exceeding \$500.00 shall require division administrative review and prior approval.

8. Provider Performance Bonus

Successful placement of a client in unsubsidized employment of 32 hours a week retained by the client for the period of time described in Section III(B)(5) shall be eligible for a one-time payment of \$1,000 per client placement.

Successful placement of a client in unsubsidized employment of 20 hours a week retained by the client retains for the period as described in Section III(B)(5) shall be eligible for a one-time payment of \$500 per client placement.

The total payments for this Provider Performance Bonus shall not exceed \$25,000.00 per state fiscal year (July 1 through June 30).

The Provider Performance Bonus is subject to availability of funds. The Department reserves the right to make any changes to the Provider Performance Bonus at any time with 30 day prior written notice.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The PROVIDER shall determine the number of staff required to provide the contracted services and shall address the qualifications of their personnel to conduct this service. The Department shall refer a minimum

of 350 disabled clients from the pool and shall continue to refer clients until the PROVIDER has reached the optimum caseload requirement for each counselor. PROVIDER shall hire the staff on an incremental basis as the caseload increases to 50 clients per counselor. The caseload standard for each counselor will be 50 clients per month once the case has an Individualized Placement Plan in place.

The PROVIDER may opt to use their existing staff to dispense their obligations under the contract. However, work time must be prorated in accordance with the total time spent on the work/activities required under this contract.

The PROVIDER must prorate the time for the staff whose caseload falls below the maximum caseload required. For example, a staff member is hired full-time to carry a caseload of 50 cases but is carrying only 20 cases, the PROVIDER must prorate work time and wages in accord with the decrease in the caseload. In this scenario, the PROVIDER would pay wages for half-time work.

Also note that applicants may propose an alternative plan of hiring staff to suit their proposed model of service delivery.

2. Administrative

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.

Division Procedures: The PROVIDER shall follow Procedures established by BESSD regarding: 1) support services for child care, transportation, and work related expenses, 2) transitional health care and transitional child care, 3) case closures, 4) monitoring and tracking of participation, and 5) reporting of all data related to clients and client participation.

Execution of Contract: The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful offeror for execution. The Contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a Notice to Proceed shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

The **Special Conditions**, including but not limited to the following, shall be incorporated in the Agreement:

- a. Purchase of Equipment, Furniture, Supplies and Telecom Request
 - 1) The PROVIDER shall get prior approval for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment (that has a useful life of more than one year) shall require prior approval.
 - 2) The PROVIDER shall transfer possession of equipment, furniture and supplies purchased by the Department upon termination of the Contract.

- 3) The PROVIDER shall submit a telecom request to install or de-install any server, computers and printer related equipment, and telecommunication.

b. Liability Insurance

Notwithstanding the “General Conditions” for all 103F-procured contracts where section 1.4 addresses the liability insurance in a combined amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00), the Department of Human Services requires that the PROVIDER obtain, maintain, and keep in force, throughout the period of this Agreement, liability insurance (the “Liability Insurance”) issued by an insurance company in a combined amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00), or such lesser amount requested in writing by the PROVIDER, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The PROVIDER’S Liability Insurance shall indicate that the State of Hawaii is an additional insured with respect to its policy provisions and, therefore, cover any liability arising out of or resulting from occurrences connected with the PROVIDER’S performance under the Agreement. Prior to, or upon execution of the Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage in the amount stated above. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days’ written notice of the intended cancellation.

3. Quality assurance and evaluation specifications

The contract shall be evaluated based upon performance as described in section III listed above and item number 4 below. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The performance of the PROVIDER shall be measured by the specifications described as follows:

- a. To provide all referrals an orientation to services and job readiness workshop;
- b. To develop an Individualized Placement Plan (IPP) within 10 days of completion of Intake and Assessment sessions;
- c. To progress 40% of all eligible clients into job placement, replacement, and/or retention services by the ninth month of enrollment in program services;
- d. To assist 20% of eligible clients with identified barriers to gain employment through barrier removal plan, and placement into gainful employment in a job of their choice within 12 months of enrollment in program services; and
- e. To provide satisfactory services at a rate of 80% or higher to all clients.

5. Experience

The PROVIDER shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

6. Coordination of services

The PROVIDER staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run, federally funded work programs for TANF recipients. The Department shall provide training on all relevant policies and procedures, including the Hawaii Automated Network Assistance (HANA) System.

The PROVIDER shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

The PROVIDER shall insure the security and confidentiality of any and all data and/or information maintained on State electronic data *processing* equipment including but not limited to Hawaii Automated Network for Assistance (HANA).

7. Reporting requirements for program and fiscal data

A monthly invoice for operational costs shall be prepared and submitted to the Department by the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract.

The PROVIDER shall use Hawaii Automated Network Assistance terminal (HANA) to enter client data and payment information. Monthly reports shall be prepared and submitted to the Employment Program Specialist, ECCPO, BESSD. While manual reports may be submitted, the HANA computer entries shall be regarded as official reports. The PROVIDER shall not receive credit for client performance if the corresponding data has not been entered into the computer system designated for this use.

Monthly program reports are generated to document the program participant's progress. In addition, data can be extracted on an annual basis providing a comprehensive management report that includes the following:

- Number of clients served;
- Number of clients reporting for assessments;
- Number of clients completing assessments;
- Number of clients assessed with no vocational rehabilitation issues;
- Number of clients needing Individualized Placement Plans (IPP);
- Number of clients completing IPP within 9 months of enrollment;
- Number of clients completing IPP after 9 months of enrollment;
- Number of clients receiving support services;
- Number of clients receiving assistive technology services;
- Number of clients with work activity of 20 hours a week;
- Number of clients with work activity of 32 hours a week;
- Number of vocational rehabilitation cases closed;
- Number of vocational rehabilitation cases closed due to employment;
- Number of cases closed after completing assessments;
- Number of cases closed after completing IPP;
- Number of cases closed for failure to participate;
- Number of clients meeting Provider Performance Bonus of 20+ hours;
- Number of clients meeting Provider Performance Bonus of 32+ hours.

8. Pricing structure or pricing methodology to be used

This is a cost reimbursement Contract. The cost reimbursement pricing structure reflects a Purchase of Services Agreement in which the State agency pays the PROVIDER for actual base operating costs incurred in delivering the services specified in the Contract, up to a stated maximum obligation. The State agency will also pay the employers wage subsidies as described in Subsection III, Scope of Work.

PROVIDER is limited to fifteen percent (15%) in indirect expenses. For-profit corporations will not be allowed to charge any fixed fee or profit as part of their budget or expenditure plan.

The funds appropriated for the purchase of this services includes a provision for leasing of rental space, purchase of furniture, cellular telephones, and general office supplies and equipment.

See RFP Section 3, Item V for details regarding Pricing Structure.

9. Units of service and unit rate

Not applicable

10. Method of compensation and payment

The STATE shall establish billing and payment procedures for actual, reasonable, and necessary expenses. PROVIDER may incur expenses in providing services pursuant to this Agreement as follows:

1. The PROVIDER shall submit a monthly original invoice by the 10th of the month. The invoice shall specify the amount due and certify that services requested under the Agreement have been performed by the PROVIDER according to the Agreement.
2. The PROVIDER shall be paid promptly after receipt of monthly original invoice which specifies the amount due and that the services have been performed by the PROVIDER.
3. Final payment under this Agreement shall be subject to receipt of the tax clearance certificate and a determination that the performance of the services in the Agreement has been met.

IV. Facilities

The PROVIDER shall procure its own ADA compliant facilities for the Downtown Honolulu site. The Department shall provide facilities for the Leeward site.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The Department reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements and, if applicable, special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant should address how the specific outcomes and performance measures will be achieved in the proposed services with respect to the following:

To provide all referrals an orientation to services and job readiness workshop;

To develop an Individualized Placement Plan (IPP) within 10 days of completion of Intake and Assessment sessions;

To progress 40% of all eligible clients into job placement, replacement, and/or retention services by the ninth month of enrollment in program services;

To assist 20% of eligible clients with identified barriers to employment with barrier removal, and placement into gainful employment in a job of their choice within 12 months of enrollment in program services; and

To provide satisfactory services at a rate of 80% or higher to all clients

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The purchasing agency shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants’ who are non-profit organizations licensed to do business in State of Hawaii. “Cost-type” involves payment of all incurred costs within a predetermined total estimated cost.

The purchasing agency shall consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. **We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling.** *Please note*, however, that the Department reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization, e.g., non-profit or for-profit and that are in the best interest of the state.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget
 SPO-H-206A Personnel – Salaries & Wages
 SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits
 SPO-H-206C Travel – Inter-Island
 SPO-H-206D Travel – Out-of-State*
 SPO-H-206E Contractual Services – Administration
 SPO-H-206F Contractual Services – Subcontracts

SPO-H-206G Indirect Costs
SPO-H-206H Other Costs
SPO-H-206I Equipment Purchases*

*Expenditures require justification and prior approval

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Most recent Audit Report

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid Clearance Certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	15 points	
Service Delivery	55 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration with State Procurement Office
- Audit Report (most recent)
- Tax Clearance Certificate

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. *Experience and Capability (20 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
- Demonstrated a thorough understanding of the purpose and scope of the service activity
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity.

B. Experience

- Explain your relevant experiences dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last 5 years.

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

E. Facilities

- Adequacy of facilities relative to the proposed services.

2. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. *Service Delivery (55 Points)*

The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

- Describe the overall program content and design.
- Demonstrate a clear understanding of the target group.
- Demonstrate an understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow Department requirements, policies and established procedures.
- Demonstrates knowledge of case documentation and maintenance. Include any experience with electronic case record maintenance as utilized in computer systems.
- Demonstrates knowledge of handling customer service demands and complaints.
- Provides for public relations and community collaboration.
- Describes staff/management activities.

5. *Financial (10 Points)*

- Personnel costs are reasonable and comparable to similar positions in the community.
- Non-personnel costs are reasonable and adequately justified.
- Extent to which the budget support the scope of service of this RFP
- Adequacy of accounting system.
- Tax Clearance certificate

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit Report			X	
Organization Chart			X	

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview.....	1
II.	Experience and Capability	1
A.	Necessary Skills	2
B.	Experience.....	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services.....	6
E.	Facilities.....	6
III.	Project Organization and Staffing	7
A.	Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications	9
B.	Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal SPO-H-205 Proposal Budget SPO-H-206A Budget Justification - Personnel: Salaries & Wages SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits SPO-H-206C Budget Justification - Travel: Interisland SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart Program Organization-wide	
D.	Performance and Output Measurement Tables Table A Table B Table C	
E.	Program Specific Requirements	